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Briefing Techniques

1. **LOCATION:** Bldg 7285, Digital Training Facility
2. **TARGET AUDIENCE:** All employees
3. **LENGTH:** 8 Hours
4. **PURPOSE:** A course used to identify techniques to prepare and present briefings.
5. **COURSE DESCRIPTION:** Topics that will be covered are: Preparing with focus to the right outcome from A to Z; Identifying verbal and vocal stumbling blocks; Using techniques in handling audience questions and tough behaviors.
6. **ADMINISTRATIVE INSTRUCTIONS:** 10 Seats Available. Contact your Activity Point of Contact for enrollment procedures.
7. **PREREQUISITES:** None
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

DATE
TBD

TIME

Communicate Better

1. **LOCATION:** Bldg 7285, Digital Training Facility
2. **TARGET AUDIENCE:** All employees
3. **LENGTH:** 8 Hours
4. **PURPOSE:** To develop verbal and nonverbal communication skills.
5. **COURSE DESCRIPTION:** Practical training in the crucial verbal and nonverbal communication skills to strengthen relationships and minimize conflict.
6. **ADMINISTRATIVE INSTRUCTIONS:** 10 Seats Available. Contact your Activity Point of Contact for enrollment procedures.
7. **PREREQUISITES:** None
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

DATE
TBD

TIME

Customer Service

1. **LOCATION:** Bldg 7285, Digital Training Facility
2. **TARGET AUDIENCE:** All employees
3. **LENGTH:** 8 Hours
4. **PURPOSE:** Identify techniques in how to handle difficult customer interactions. Identify your internal and external customers. Use strategies to ensure service quality in your organization. Respond to your customer needs and critical issues.
5. **COURSE DESCRIPTION:** A one-day course designed to boost the organization's image with good customer service. Participants will identify steps to provide better customer service.
6. **ADMINISTRATIVE INSTRUCTIONS:** 10 Seats Available. Contact your Activity Point of Contact for enrollment procedures.
7. **PREREQUISITES:** None
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

<u>DATE</u>	<u>TIME</u>
TBD	

Effective Writing

1. **LOCATION:** Bldg 7285, Digital Training Facility
2. **TARGET AUDIENCE:** All employees
3. **LENGTH:** 8 Hours
4. **PURPOSE:** To help employees learn to write more effectively.
5. **COURSE DESCRIPTION:** The overall course objectives are to identify techniques to write more efficiently and effectively. The topics covered include: Finding out what to do if you are stuck; Determining the right sequence and logical order; fine-tuning common style mistakes; Writing so that you get the right response; Using e-mail appropriately.
6. **ADMINISTRATIVE INSTRUCTIONS:** 10 Seats Available. Contact your Activity Point of Contact for enrollment procedures.
7. **PREREQUISITES:** None
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

DATE
TBD

TIME

HIV/AIDS In The Workplace For Supervisors

1. **LOCATION:** Bldg 319, Civilian Personnel Advisory Center
2. **TARGET AUDIENCE:** Mandatory training for all first/second line civilian supervisors. Military supervisors are encouraged to attend.
3. **LENGTH:** 2 Hours
4. **PURPOSE:** To provide managers and supervisors current information about AIDS and it's transmission; HIV/AIDS as a medical condition; The legal and personal aspects of the disease to reduce fears and avoid disruption in mission accomplishment.
5. **COURSE DESCRIPTION:** This course is designed to dispel myths and provide current information about AIDS such as, what it is, how it is transmitted, Federal Law and Army Policy, procedure for dealing with personnel management issues, reasonable accommodations, the Privacy Act and confidentiality and other considerations for employees diagnosed as having AIDS.
6. **ADMINISTRATIVE INSTRUCTIONS:** Classroom on-site instruction.
7. **PREREQUISITES:** None.
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

TBD

Leadership Education, and Development Course (LEAD)

1. **LOCATION:** Bldg 319, Civilian Personnel Advisory Center
2. **TARGET AUDIENCE:** New supervisors and first line supervisors of DA Civilians (See priority order in the administrative instructions section of this announcement).
3. **LENGTH:** 5 Days
4. **PURPOSE:** To provide attendees with a practical application of leadership doctrine, professional ethics, counseling skills, inter-personal communications, group development theory, team building, motivation techniques and individual and group problem solving/decision making.
5. **COURSE DESCRIPTION:** The Leadership, and Development (LEAD) course is phase II of mandatory supervisory training. It must be completed within 6 months of appointment to first supervisory position. LEAD teaches supervisors how to assess their own effectiveness; assess employee and team effectiveness; motivate and influence employees; communicate effectively; conduct counseling; resolve conflicts; develop strategies to create fully function teams; make effective decisions; and explain the effect of values on individual and team effectiveness.
6. **ADMINISTRATIVE INSTRUCTIONS:** On-site classroom instructions.
Priority as follows:
 - 1-New supervisors of DA civilians, appointed within the past twelve months
 - 2-First line supervisors of DA civilians, on the job for more than 12 months
 - 3-If at least 75% of a LEAD class is filled with a combination of priorities 1 & 2, the remainder of the class may be filled with non-supervisory personnel, GS-8 and above, for professional development purposes.
7. **PREREQUISITES:** Supervisory Development Course (SDC) (computer based training).
To enroll in the SDC go to the following web site.
<http://www.cpol.army.mil/train/courses/index.html>
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

<u>DATE</u>	<u>TIME</u>
6 – 10 October 2003	0800 – 1600
17 – 21 November 2003	0800 – 1600
9 – 13 February 2004	0800 – 1600
10 – 14 May 2004	0800 – 1600
12 – 16 July 2004	0800 - 1600

Leadership Skills for Non Supervisors

1. **LOCATION:** Bldg 7285, Digital Training Facility
2. **TARGET AUDIENCE:** All employees
3. **LENGTH:** 8 Hours
4. **PURPOSE:** To understand your primary leadership style and how to use it. To increase your productivity by keeping everyone on your team informed and involved. Learn to earn respect by being assertive, but not aggressive. To refine your abilities to handle typical group problems with confidence.
5. **COURSE DESCRIPTION:** This course is designed for individuals who lead others and employees who want to enhance their leadership skills. You will learn: Skills for handling different personality types; The art of giving constructive feedback that minimizes defensiveness; Effective delegation; Overcoming conflict without making enemies; Building teams that work well together and get results.
6. **ADMINISTRATIVE INSTRUCTIONS:** 10 Seats Available. Contact your Activity Point of Contact for enrollment procedures.
7. **PREREQUISITES:** None
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

DATE
TBD

TIME

Management Leadership and Coaching

1. **LOCATION:** Bldg 7285, Digital Training Facility
2. **TARGET AUDIENCE:** All employees
3. **LENGTH:** 8 Hours
4. **PURPOSE:** To learn why generational differences are among the biggest challenges. Define the Leadership-Coaching role and see how to coach during difficult situations.
5. **COURSE DESCRIPTION:** The bar has been raised! Understand the dynamics of the Five Generational Segments and see how coaching each segment requires and entirely different approach.
6. **ADMINISTRATIVE INSTRUCTIONS:** 10 Seats Available. Contact your Activity Point of Contact for enrollment procedures.
7. **PREREQUISITES:** None
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

<u>DATE</u>	<u>TIME</u>
TBD	

Managing Change Effectively

1. **LOCATION:** Bldg 7285, Digital Training Facility
2. **TARGET AUDIENCE:** All employees.
3. **LENGTH:** 8 Hours
4. **PURPOSE:** Areas covered are: Emotional response to change; Preparing positively for change; Communicating about change; Staying motivated during change.
5. **COURSE DESCRIPTION:** Discover how to stay in control of change before change takes control of you.
6. **ADMINISTRATIVE INSTRUCTIONS:** 10 Seats Available. Contact your Activity Point of Contact for enrollment procedures.
7. **PREREQUISITES:** None
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

DATE
TBD

TIME

Mentor Training

1. **LOCATION:** Bldg 319, Civilian Personnel Advisory Center
2. **TARGET AUDIENCE:** Mandatory For GS-13 and GS-14 Managers and Supervisors; GS-12 and above managers and supervisors in leadership positions. Military equivalent (Captain and above).
3. **LENGTH:** 8 Hours, 4 hours per day
4. **PURPOSE:** To equip managers and supervisors of civilian employees with the coaching and mentoring skills necessary to become effective leaders.
5. **COURSE DESCRIPTION:** This training program heightens the awareness of the Army's commitment to helping our future civilian workforce leaders achieve their goals. Serving as a mentor is an excellent way to ensure the stability of the Army's future leadership. This class will explore: The mentor/mentee relationship; How to become a mentor; Communication skills; Coaching and counseling skills; developing a mentor/mentee agreement.
6. **ADMINISTRATIVE INSTRUCTIONS:**
7. **PREREQUISITES:** See above target audience.
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

<u>DATE</u>	<u>TIME</u>
29 – 30 October 2003	0800 – 1600
5 – 6 May 2004	0800 – 1600

New Employee Orientation

1. **LOCATION:** Bldg 319, Civilian Personnel Advisory Center
2. **TARGET AUDIENCE:** Mandatory for all new and returning civilian employees to Fort Riley.
3. **LENGTH:** 12 hours
4. **PURPOSE:** To familiarize new and returning civilian employees to Fort Riley. To conduct initial mandatory training covering: AIDS in the workplace; Standards of ethics and conduct; EEO/POSH.
5. **COURSE DESCRIPTION:** The course will cover the topics of Ft Riley's vision, mission, and values; Standards of Ethics and conduct; Property accountability; Safety and hazardous materials training; Occupational health; AIDS in the workplace; Exceptional family member program; Employee assistance program; Union overview; Equal employment opportunity; Prevention of sexual harassment; Employee benefits and leave.
6. **ADMINISTRATIVE INSTRUCTIONS:** None
7. **PREREQUISITES:** None.
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

<u>DATE</u>	<u>TIME</u>
2 – 3 October 2003	0800 – 1600 Day 1; 0800 – 1200 Day 2
6 – 7 November 2003	0800 – 1600 Day 1; 0800 – 1200 Day 2
4 – 5 December 2003	0800 – 1600 Day 1; 0800 – 1200 Day 2
8 – 9 January 2004	0800 – 1600 Day 1; 0800 – 1200 Day 2
5 – 6 February 2004	0800 – 1600 Day 1; 0800 – 1200 Day 2
4 – 5 March 2004	0800 – 1600 Day 1; 0800 – 1200 Day 2
1 – 2 April 2004	0800 – 1600 Day 1; 0800 – 1200 Day 2
6 – 7 May 2004	0800 – 1600 Day 1; 0800 – 1200 Day 2
3 – 4 June 2004	0800 – 1600 Day 1; 0800 – 1200 Day 2
8 – 9 July 2004	0800 – 1600 Day 1; 0800 – 1200 Day 2
5 – 6 August 2004	0800 – 1600 Day 1; 0800 – 1200 Day 2
2 – 3 September 2004	0800 – 1600 Day 1; 0800 – 1200 Day 2

Pre Retirement Civil Service Retirement System (CSRS)

1. **LOCATION:** Bldg 7285, Digital Training Facility
2. **TARGET AUDIENCE:** Employees who fall under the CSRS retirement and are within 5 years of retirement
3. **LENGTH:** 8 Hours
4. **PURPOSE:** To help prepare eligible employees for retirement.
5. **COURSE DESCRIPTION:** This seminar provides a thorough understanding of all aspects of retirement. Topics include eligibility requirements, computation of benefits, potential annuity reductions, health and life insurance, social security benefits.
6. **ADMINISTRATIVE INSTRUCTIONS:** 10 Seats Available. Contact your Activity Point of Contact for enrollment procedures.
7. **PREREQUISITES:** None
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

DATE
TBD

TIME

Pre Retirement Federal Employee Retirement System (FERS)

1. **LOCATION:** Bldg 7285, Digital Training Facility
2. **TARGET AUDIENCE:** Employees who fall under the FERS retirement and are within 5 years of retirement
3. **LENGTH:** 8 Hours
4. **PURPOSE:** To help prepare eligible employees for retirement.
5. **COURSE DESCRIPTION:** This seminar provides a thorough understanding of all aspects of retirement. Topics include eligibility requirements, computation of benefits, potential annuity reductions, health and life insurance, social security benefits.
6. **ADMINISTRATIVE INSTRUCTIONS:** 10 Seats Available. Contact your Activity Point of Contact for enrollment procedures.
7. **PREREQUISITES:** None
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

DATE
TBD

TIME

Prevention Of Sexual Harassment For Supervisors (POSH)

1. **LOCATION:** Bldg 319, Civilian Personnel Advisory Center, Main Post
2. **TARGET AUDIENCE:** Mandatory training for military and civilian supervisors of civilian employees.
3. **LENGTH:** 4 Hours
4. **PURPOSE:** This course is designed to identify commonly stereotyped male or female behavior; Define sex discrimination as it refers to prejudicial or preferential treatment of employees; Define sexual harassment in the work environment; identify behavior which is sexually harassing or discriminatory & describe the appropriate supervisory action; Identify DA guidelines to establish and maintain standards of conduct; Counsel subordinate's behavior not conforming with DA policy on sexual harassment; Relate the DA policy on sexual harassment and describe methods to maintain a productive, professional work environment.
5. **COURSE DESCRIPTION:** The course will cover the topics of Sex Role Stereotypes; Sex Discrimination; Organizational Responsibility; Authorities prohibition; Sexual harassment; Supervisory action steps; Counseling Skills; and Policy procedure.
6. **ADMINISTRATIVE INSTRUCTIONS:** Classroom on-site instruction.
7. **PREREQUISITES:** None.
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

<u>DATE</u>	<u>TIME</u>
16 October 2003	0800 – 1200
22 January 2004	0800 – 1200
15 April 2004	0800 – 1200
22 July 2004	0800 – 1200

Project Management

1. **LOCATION:** Bldg 7285, Digital Training Facility
2. **TARGET AUDIENCE:** Support Staff
3. **LENGTH:** 8 Hours
4. **PURPOSE:** To become a valuable asset to your project team, gain control over project schedules and budgets through proper tracking, and to know how to provide critical support to a project by performing key functions.
5. **COURSE DESCRIPTION:** This course is for the office support staff who are working with special projects and need to sharpen their project management skills. You will learn: Basic project management terms, techniques, tools, procedures and formats; Project phasing, staffing, organizing, tasking and sequencing.
6. **ADMINISTRATIVE INSTRUCTIONS:** 10 Seats Available. Contact your Activity Point of Contact for enrollment procedures.
7. **PREREQUISITES:** None
8. **POC:** Nathan Butler 239-2205.
9. **FY04 SCHEDULE:**

DATE
TBD

TIME